

FSC-47-A	3/27/95	TO: ROM
SUBJECT: <i>Forsyth Private Label Returns</i>		
DISTRIBUTION:		
<input checked="" type="checkbox"/> AVP	<input checked="" type="checkbox"/> CAM	<input type="checkbox"/> ELM
<input checked="" type="checkbox"/> RM	<input checked="" type="checkbox"/> Reg.Mil.Mgr.	<input type="checkbox"/> MIL
<input checked="" type="checkbox"/> RBM	<input type="checkbox"/> Reg.DF Mgr.	<input type="checkbox"/> DF
<input checked="" type="checkbox"/> ROM	<input type="checkbox"/> DM	<input type="checkbox"/> REP

***Effective immediately, the code dates on the Forsyth private label cartons should not be used to determine if the product is old and to be removed from retail. The following procedures should be used for Forsyth product instead.***

1. Return any visibly damaged product in accordance with normal procedures.
2. Return any product that has loose tobacco on the outside of the pack in accordance with normal procedures. For cartons that you suspect might be old, only *open a few cartons on a test basis to make this determination.*

This change is being made because some of the Forsyth private label product currently being shipped has been in cold storage. The quality of this product was not impacted but the time in cold storage has made the carton code dates unreliable. Stickers are being placed on the outside of the cases to indicate this product has been in cold storage. However, there are no indications on the cartons to indicate this product has been in cold storage. Therefore, if the code date on the carton is used, fresh Forsyth product could be returned in error.

**Remember, these return goods procedure changes are only for Forsyth private label.**

Please contact your Forsyth National Account Manager or Kathryn Noxcn ( ext 2559 ) if you have any questions or need any further information.

R. J. Reynolds Tobacco Company

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